

Subject: READ: Club Penguin Island Launching!

Date: Tuesday, March 28, 2017 at 12:56:42 PM Pacific Daylight Time

From: Ross, Katie

To: #DI GX GSR

CC: #DCPI GX Product Services, #DI GE Management and Team Leads, #DI GX Tech Writers



WHEN WILL ALL THE THINGS BE HAPPENING???????

Hi all,

Lots going on in the world of penguins this week! Although we have been providing support all the way through beta, we should see some big changes in the next few days with the WORLD WIDE LAUNCH! WOOT WOOT!!! Here is a high level overview of some of the key dates and timelines that may impact GX support contacts:

March 28

- **Blog** – will be redirected from Club Penguin to the Club Penguin Island website. They are planning on archiving the previous Club Penguin posts so they will still be available. Moving forward a guest will need to log in using their Disney Account to comment on a post.

March 29

- **“Reserve Your Gift”** (formerly known as Pre-registering) will no longer be available. It’s done. Finito. That means no more using your Club Penguin account to get an Alumni jacket, that means no more beta hat, or cool beta emoji bundle. We will be getting contacts regarding this, and with Club Penguin accounts no longer being available in Axis, we will have limited resources. We will do our best to help these players, initially on a case by case basis.
- **QUIET(ish) LAUNCH** – although the launch date is not publicly announced, the plan is that the app will begin to populate in the app stores in the afternoon-ish... *that being said, this brings us to our next point....*
- **Android Pre-registration notification** - There were a large number of people that have signed up through Google Pre-registration to be notified when the app is available! This notification will start once the app is live on Wednesday 29th and will be a rolling notification , not all players will receive a message at the same time. *(Note: this is different than the pre-registration on the Club Penguin Island website that was renamed "Reserve Your Gifts" that feature will be removed from the website when it is launched as per the March 29 notes listed above).*

March 30 – WORLD WIDE LAUNCH DAY !!!!

- Featuring in both the Apple and Google stores will start!! BOOM!!!
- We should expect to see contacts increase again at launch about display names for accounts created through pre-registration on the website. Support is the same, let’s help penguins get their preferred names if they are available!

WHERE IS IT???

There have been many questions about **regions**. Currently the only regions that are not available are; Japan, China and South Korea. If a person is in Qatar (for example), they should see the app in their app store! If the language set on the device is not currently supported (English, French, Spanish and Portuguese for launch), the default language in the app will be English.

How much is a subscription?

The launch prices did change in **some** Geo-beta regions. If a guest currently is paying a LOWER price, they will continue at that price until they cancel the subscription. If the guest is currently at a HIGHER price, the subscription will renew at the LOWER price, there could be edge cases where a higher prices subscription would be canceled and the guest could repurchase at the lower price.

Please let me know if you have any questions!

Katie Ross

GX Product Specialist | Disney Interactive

Katie.Ross@disney.com

Tie line: 8313 4303

Office phone: 250-980-4303

Cell Phone: 250-864-5014